

Sign up for an in-depth study of business continuity basics and specialized subjects with these pre-conference courses. Separate registration and fees apply.

PRC-1: BCP Management

Saturday, Sept. 18, 8:00 a.m. - 5:00 p.m.
 Sunday, Sept. 19, 8:00 a.m. - 11:30 a.m.
 Presenter: Randy Till, CBCP
 \$495 per person

Learn practical and real-life solutions required to establish a business continuity program within your organization. The key to success in moving your BCP program forward is gaining the foothold within your organization's culture and business processes. Till will provide examples, roadblocks that can be overcome and proven techniques using the 18 years of experience and knowledge he has gained implementing business continuity programs within several organizations.

This class will concentrate on the establishment of the BCP program within your organization, covering the steps necessary to setup a program, define a vision and work to gain the necessary support and participation within your company will be discussed in detail. Following best practices in the industry, you will learn how to increase the value of business continuity planning within your organization. Till will share his views on the necessary components and practices required to establish a comprehensive BCP program and discuss keys to the successful implementation and integration of BCP concepts and practices within your company. This class promises to provide value and insight to the students in attendance.

In addition, each student will receive a free copy of the educational film "Best Practices in BCP" and will be provided with practical and valuable strategies, concepts and methods to support business continuity planning efforts within their organization

Randy Till, CBCP, is vice president, global business continuity management for MasterCard International. He has been implementing BC programs within several organizations during his 18-year career.



Catherine Kimball is the director of business continuity planning for MasterCard International.



PRC-2: BCP/DR Projects Made Easy

Saturday, Sept. 18, 8:00 a.m. - 5:00 p.m.
 Sunday, Sept. 19, 8:00 a.m. - 11:30 a.m.
 Presenter: Barry W. Pruitt
 \$495 per person

Whether planning emergency response teams, facility drills, an exercise, hot-site activation or a BIA, it's a fact. Completing projects on time, budget, and with the desired results gives you credibility. This course is sponsored by the Project Management Institute (PMI®) internationally!

Have you struggled getting your project started? Confused by project schedule vs. project plan? Is it a challenge to communicate project issues, risks or status effectively with management? Having challenges negotiating needs? Are projects crucial to your personal success? We'll leap into project management and help you focus on project results because good things happen to those who know how to manage projects.

This training includes tips, tricks, and techniques to get buy-in (even from those not under your control); Define/clarify project goals and mission; Discover planning, scheduling, and organizational tools used by professionals; Practice project monitoring; Know how to set (and meet) milestones...negotiate new deadlines...motivate a team that's losing interest...and what to do when plans change midstream.

Participants receive an audio of "Negotiate for All Your Worth" and "An Overview of Project Management," featuring Michael Herrera and Barry Pruitt.

Barry Pruitt has 21 years experience managing projects, teaches "train the trainer" for project managers and 12 years of project consulting and teaching experience with organizations including Walt Disney, and is an adjunct professor for the USC Business School.



PRC-3: Emergency Operations Center: The Critical Tool for Event Management

Saturday, 8:00 a.m. - 5:00 p.m.
 Sunday, 8:00 a.m. - 11:30 a.m.
 Presenter: Regina Phelps
 \$650 per person

An emergency operations center (EOC) is both a physical place and a way of working during an event. This workshop covers what you need to know to design both the place and the management concept.

- Physical design factors
- Incident Command System
- Equipment and tools
- Who should be involved?
- Sustained Operations
- Communication concerns and solutions
- Role of Senior Management
- Forms and Processes
- Virtual EOC's

Regina Phelps is an internationally recognized expert in the field of emergency management and continuity planning. With more than 21 years of experience, she has provided consultation and speaking services to clients in four continents. She is founder of Emergency Management & Safety Solutions, a training and consulting company specializing in emergency management, continuity planning and safety.



PRC-4: Public/Private Partnerships for BCP and Homeland Security

Saturday, Sept. 18, 8:00 a.m. - 5:00 p.m.
 Sunday, Sept. 19, 8:00 a.m. - 11:30 a.m.
 \$495.00 per person
 Presenters: Deidrich Towne, Jr., CBCP
 Peter Laz, CBCP
 Gary Villeneuve, MBCP

Formerly Fundamentals of BCP/Emergency Management Practices, PPBI has revised this course to more closely meet the needs of business continuity and emergency planners new to the field. Partnering is fundamental to preparedness, response and recovery activities in most business interruptions, but especially in area disasters, terrorist attacks, and potential biological

or chemical incidents. PPBI's instructors have first-hand knowledge of declared disasters in both the private and public sectors. This course is a complete introduction of private and public similarities, command posts, cost/benefit analyses, and plan design. The course qualifies for DRII credit toward re-certification.

Deidrich Towne, CBCP, is security and disaster recovery manager for NationalGrid, USA and serves as chairman, PPBI Board of Directors.



Peter Laz, CBCP, is a board member of PPBI. He is responsible for the BC and incident management programs at Capital District Physicians' Health Plan.



Gary Villeneuve, MBCP, is president of Business Continuance Professionals, Inc. He has 33 years of IT and BC experience.



PRC-5: BC Planning Made Simple

Saturday, Sept. 18, 8:00 a.m. - 5:00 p.m.
 Sunday, Sept. 18, 8:00 a.m. - 11:30 a.m.
 \$450 per person
 Presenter: Norman Harris, CRP
 Tracy Cowan, CBCP

Since 9/11 what are we most worried about? Network Security? Physical Security? Terrorist Threats? Loss of Critical Staff? Power Outages? Natural Disasters? This interactive class will teach the student everything he/she needs to know to get started on their DR/BCP. Bring your laptop to this class and we will provide you with a CD full of resources, forms and questionnaires to utilize.

Harris will cover the following:

- Risk Assessments Questionnaires
- Network Security Questionnaires
- Development of Business Processes

- Recovery Time Objectives
- Time Lines for Recovery
- Development of DR/BCP Teams
- Impact on Operations

This unique class is taught by Norm Harris and during the class he will personally assist you with your SR/BC Plan and insure that you have all the tools you need. Come to this class for one on one training, but register early. Space is limited.

Norman Harris is recognized as a leader in IT management and as founder of the DRP industry. He is the former chairman and CEO of The Harris Recovery Group, Inc.



Tracy Lee Cowan, CBCP, CRP is business continuity/disaster recovery consultant for ICSI Consulting Services, Inc.



Pre-Conference Course Registration Form

Complete this form and mail to: Systems Support Inc., PO Box 510110, St. Louis, MO 63151 or fax to (314) 894-7474. Make check payable to Systems Support Inc. or provide credit card information.

- ___ PRC-1: BCP Management (\$495)
- ___ PRC-2: BCP/DR Projects Made Easy (\$495)
- ___ PRC-3: Emergency Operations Center (\$650)
- ___ PRC-4: PPBI: Private & Public Partnerships (\$495)
- ___ PRC-5: BC Planning Made Simple (\$450)

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 Exp. Date _____
 Signature _____

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 Company _____
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 City _____ State _____ Zip _____
 Telephone _____ Fax _____ Email _____

Cancellation Policy (Must be in writing): Course enrollment may be cancelled through Aug. 19, 2004 without penalty. No refunds or credits will be given for cancellations received after Aug. 19, 2004. All no shows will be charged the full amount. All cancellations must be received in writing.